



REPLY TO  
ATTENTION OF

**DEPARTMENT OF THE ARMY**  
**HEADQUARTERS, 21ST THEATER SUPPORT COMMAND**  
**UNIT 23203**  
**APO AE 09263**

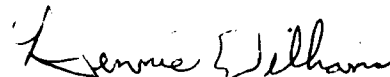
AERCG

15 September 2003

**MEMORANDUM FOR SEE DISTRIBUTION**

**SUBJECT: 21st Theater Support Command Policy Letter 1, Open Door Policy**

1. Reference: AR 600-20, para 2-2, Army Command Policy, 13 May 2002.
2. The purpose of this policy letter is to provide guidance concerning those soldiers and civilians who desire to see or to direct questions to me personally. It is not my intention to circumvent the chain of command. However, my door is open to personnel in the command who perceive they require further assistance and have not received the attention they deem necessary. I encourage all personnel to give their chain of command/supervisor every opportunity to assist them.
3. The following channels are open to all who wish to see me:
  - a. During my visits to organizations.
  - b. Personal appearance by the individual in my office. In order to facilitate and expedite the process, enlisted soldiers should contact the Command Sergeant Major at 484-7788. Officers should contact the Chief of Staff at 484-7758. Civilians should contact the Deputy Chief of Staff at 484-8732.
4. This policy is to be conspicuously posted in all 21st Theater Support Command organizations and made available for all soldiers and civilians to read.
5. FIRST IN SUPPORT!

  
**BENNIE E. WILLIAMS**  
Major General, USA  
Commanding

**DISTRIBUTION:**  
A (21st TSC Cir 25-30)